



Objections

Don't be afraid of objections. It's an opportunity for you to educate your prospect even more.

1. *"I need to think about it" or "I don't think I can do 35 points."*

Respond with: *"You just need more information. Why don't I take you into the actual store so you can see more."*

At this point, now that they have seen an overview, either show them a catalog or take them into the store with this link:

www.melaleuca.com/usguest, but only give it when you can review the store with them. Sending them the link for them to view by themselves is not productive.

The point of this is for you to provide more info about the depth of our line, the savings, the quality and therefore close the sale.

2. *"Let me talk to my husband."*

Respond with: *"Sure. But if he gives his okay, which category are you leaning towards, a 1, 2 or 3?"*

That way, it helps us with how to respond.

If a Cat 1, ask if he does the shopping for the family. If so, he needs a tour. She'll never be able to present this properly to him alone. Chances are, this is not the real objection.

If a Cat 2 or 3, he still needs a tour and guide her on how to set up a time with you.

3. *"Let me do my research."*

Which means they are going to go home and google Melaleuca. Ask them "what exactly does that mean?"

- * Offer to take them into the store so they can see some of the customer reviews on the product pages.
- * Show them The Health Advantage page on FB and let them see some of our customer testimonials.
- * Give them this link: www.melaleucaawards.com
- * Ask what additional information are they seeking

"A NO is not really a NO. It really means "I need more information" or "Not now".